

## TOUREEN PET RESORT AND SPA CARE AGREEMENT

- Toureen Pet Resort and Spa agrees to exercise due and reasonable care for your pet. However, all risks whatsoever, regarding care and custody of pet, are hereby assumed by the owner.
- Boarders are charged per day/night. Payment is due at Pickup
- CHECK OUT TIME IS 12 NOON. Any dogs picked up after 12 noon will pay a full day daycare rate for that day. Cats will be charged a full day of boarding for that day.
- All pets will be admitted or released during normal business hours only.
- If a pet becomes ill or injured, or if the state of the pet's health demands professional medical attention, as determined by Toureen Pet Resort and Spa (hereafter referred to as TPRS), TPRS reserves the right to acquire medical services for your pet, including anesthesia. Owner agrees to be fully responsible for the cost of any such medical treatment and for the cost of any transportation for the purposes of such treatment. Owner gives permission to TPRS to use a local vet or the nearest 24-hour vet hospital for required treatment.
- Owner assures pet is up to date/current in all required vaccinations and has no medical conditions that require special services or care. Owner agrees to provide all vaccination information and all information related to medical or behavioral conditions that they are aware of.
- If the owner does not pick up the pet within 5 days of agreed upon departure, TPRS will send a registered letter to the address on file, and if the pet is not picked up in the specified amount of time, the pet will become the property of TPRS. Owner agrees that in the event of abandonment, according to the terms stated herein, TPRS will execute its right to pursue debt collection and any and all legal fees associated with the collection of that debt will be the sole responsibility of the owner or owner's agent.
- TPRS will not be responsible for lost or damaged items dropped off with pet.
- All prices are subject to change without notification.
- TPRS agrees to exercise due and reasonable care for the proper bathing and grooming of your pet. However, all risks whatsoever, regarding the grooming, care and custody of the pet are hereby assumed by the owner. TPRS will not be held responsible for minor injuries, hot spots, nicks, skin irritations, or allergic reactions resulting from or related to the grooming procedure.
- The owner assures that the pet is free from any physical limitations or medical conditions that could result in an injury during group or individual play to the pet or other pets.
- The owner understands that there are some conditions or injuries that may occur from boarding and group and individual play and activities, like bites, scratches, eye trauma, ligament rupture, foreign body ingestion, torn or broken nails, soft tissue and joint soreness, bone fractures, behavioral changes, increased barking, allergic reactions, and contraction of contagious disease from other pets.
- Owner further understands and agrees that in admitting Owner's pet into the care of TPRS, Owner is representing to TPRS that Owner's pet is in good health, free from contagious disease or sickness, and has not harmed, shown aggression, or exhibited any threatening behavior towards any person or other pets.
- RELEASE OF LIABILITY: Owner understands and agrees that during normal dog group and pet individual play, grooming, and boarding, Owner's pet may sustain injuries. Dog play is monitored by TPRS staff to best avoid injury, but bites, scratches, eye trauma, ligament rupture, foreign body ingestion, torn or broken nails, soft tissue and joint soreness, bone fractures, behavioral changes, increased barking, allergic reactions, contraction of contagious disease from other dogs and other injuries may occur despite the best supervision. Owner further understands and agrees that neither TPRS daycare/boarding/grooming nor any of its employees, staff, or volunteers will be liable for any illness, injury, death, and/or escape of Owner's dog/cat provided that reasonable care and precautions are followed, and Owner hereby releases TPRS

staff or volunteers of any liability of any kind whatsoever arising from or as a result of Owner's pet attending TPRS.

- **PERSONAL PROPERTY:** Owner understands that Owner is solely responsible for any harm, including to any other pet(s), to the employees or invitees of TPRS, or to the equipment, facilities, or other property of TPRS, caused by Owners pet. Owner also agrees that TPRS shall not be responsible or liable for any lost or damaged personal property belonging either to Owner or Owner's pet.
- **FOOD/MEDICATIONS** when boarding overnight, Owner agrees that it is the Owner's responsibility to leave adequate supply of food and medications for Owner's pet during the entire time Owner's pet is cared for by TPRS. The Owner will provide the original prescription containers and directions for all medications.
- **WEAKENED IMMUNE SYSTEM:** Owner understands special-needs pets, young puppies and kittens, and senior dogs and cats naturally have a higher risk of injury, stress-related illnesses, weakened immune system, or exacerbation of any pre-existing condition. As such, by using our facility for daycare, grooming or boarding the Owner is waiving any claim for injury or illness experienced by Owner's pet while in our care.
- **PREPAID PACKAGES:** Owner understands that prepaid daycare and boarding packages are nonrefundable and expire 12 months from date of purchase. Discounted packages are provided only if they are paid for in advance. If a special consideration is given to a package holder that results in returned monies, Owner agrees to pay the full undiscounted rate for any portion of the package used, details to be determined solely by TPRS.
- **PAYMENTS** are due and payable at the end of each visit. Payment may be made in American currency, Visa, Discover, American Express, or Master Card. \$25 NSF charge for returned checks.
- **CANCELLATION / NO-SHOW POLICY:** Cancellations must be done 48-hours prior to reservation date. If cancellation notice is less than 48- hours an amount of two nights stay will be invoiced.
- **CLOSING TIME:** Owner agrees that if Owner's pet is not picked up by closing time then Owner hereby authorizes overnight boarding appropriate for dog/cat and to pay TPRS for applicable overnight boarding charge plus any other associated charges.
- **RIGHT OF REFUSAL:** TPRS reserves the right to refuse admittance to any dog/cat for any reason whatsoever. The determination shall be made at the sole discretion of TPRS.
- **FULL FORCE AND EFFECT:** Owner further understands and expressly agrees that each and every of the foregoing provisions contained herein shall be in force and effect and shall apply to each and every occasion on which Owner's dog/cat stays with TPRS for boarding, grooming, daycare, extended boarding, or other services, as the case may be. This agreement shall remain in full force and effect as between the parties until and unless otherwise canceled or superseded by a writing signed and agreed to by both parties. Owner hereby certifies that Owner has read and understands this Waiver and Release of Liability and the regulations set forth above. By signing this agreement, Owner agrees to be bound by it's terms and conditions.

Owner/Agent name (print)\_\_\_\_\_

Owner (sign)\_\_\_\_\_date\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Owner/Agent Address\_\_\_\_\_phone#\_\_\_\_\_